



RECEIVED

MAR 16 2021

CONSUMER PROTECTION

March 11, 2021

Consumer Protection and Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Notice of Security Breach

Dear Sir or Madam:

Pursuant to N.H. Rev. Stat. Ann § 359-C:20, T-Mobile USA, Inc. ("T-Mobile") is providing your office with this notice concerning a security breach.

As described in the attached letter to impacted individual, on February 12, 2021, a T-Mobile representative accessed customer account information, which included full name, address, email address, account number, last 4 of SSN, date of birth, driver's license number/state and expiration date, as well as the number of lines subscribed to. The phone line(s) was then reassigned to a different SIM card on a different device without customer authorization. T-Mobile quickly identified this activity, terminated the unauthorized access and reverted any account changes to the impacted customers.

T-Mobile has determined that the personal information of one (1) New Hampshire resident was accessed. T-Mobile has reported this incident to law enforcement and will be providing two years of free credit monitoring and identity theft detection services. Notification is being sent today, March 11, 2021, to impacted persons.

If you have any questions regarding this letter or its contents, please contact me at 1 (425) 383-4000.

Sincerely,

Suzie Rao  
Managing Counsel, Privacy, Legal Affairs  
T-Mobile US, Inc.

Attachments



12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006-1350

STATE OF NH  
DEPT OF JUSTICE

2021 MAR 16 PM 1:04



March 11, 2021

«FIRST\_NAME» «LAST\_BUSINESS\_NAME»  
«ADR\_PRIMARY\_LN»  
«ADR\_CITY», «ADR\_STATE\_CODE» «ADR\_ZIP» 1

## NOTICE OF DATA BREACH

Dear Customer:

Recently, we detected that a T-Mobile representative accessed your account information, including personal information, without authorization. T-Mobile quickly identified and terminated this activity and the representative has been provided further education and discipline.

### What Happened?

On \_\_\_\_\_, a T-Mobile representative accessed your account and assigned your phone to a SIM card on a device other than yours without your authorization. T-Mobile quickly identified this activity, terminated the unauthorized access and reverted any account changes.

### What Information Was Involved?

The information accessed included your full name, address, email address, account number, date of birth, driver's license number/state and expiration date, as well as the number of lines subscribed to on your account.

### What We Are Doing

We are offering you two years of free credit monitoring and identity theft detection services, provided by myTrueIdentity, from Transunion. Your activation code is \_\_\_\_\_. Please enroll by June 30, 2021 at [www.mytrueidentity.com](http://www.mytrueidentity.com). Attached is a Step-by-Step Enrollment Guide as well as a How-To for signing up for Credit Monitoring Services.

### What You Can Do

If you have not already done so, we recommend that you review your account information and, change the PIN on your account as well as change your security questions and answers. We also encourage you to update your account passwords and confirm you have appropriate security for your email, financial, and other accounts. For assistance, you can reach Customer Care by dialing 611 from your phone or by calling 1-800-937-8997 from any phone. For additional resources regarding security on your account, please review our Privacy Resources at: <https://www.t-mobile.com/responsibility/privacy>.

We urge you to remain vigilant in monitoring any potentially unauthorized credit activity associated with your identity. You may obtain additional information about the risks of identity theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>. If you suspect that you are the victim of identity theft or fraud, you have the right to file a report with the police or law enforcement. In addition, you may contact the FTC or your State Attorney General to learn more about the steps you can take to protect yourself against identity theft.



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If you have questions about *myTrueIdentity*, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact TransUnion's customer care at 1-855-288-5422 using passcode 697322.

You may wish to place a fraud alert with the three major credit bureaus which we have listed below. A fraud alert lets creditors know to contact you before opening new accounts in your name. You can call any *one* of the three credit bureaus at the number below to place a fraud alert on your credit file without charge, and they will contact the other two bureaus on your behalf. Additionally, some states allow residents to place a no-cost "freeze" on their credit file with the credit bureau.

Experian®  
P.O Box 9554  
Allen, TX 75013  
[www.experian.com/fraud](http://www.experian.com/fraud)  
1-888-397-3742

Equifax®  
P.O Box 740256  
Atlanta, GA 30374  
[www.alerts.equifax.com](http://www.alerts.equifax.com)  
1-800-525-6285

TransUnion®  
P.O Box 2000  
Chester, PA 19016  
[www.transunion.com/fraud](http://www.transunion.com/fraud)  
1-800-680-7289

#### **For More Information**

The security of your account is important to us and that is why we provide these details. We are working to further enhance security so we can stay ahead of this type of activity. We regret any inconvenience this incident may cause you. Please contact us at 1-800-937-8997 if you have any questions.

Sincerely,

Privacy  
T-Mobile US, Inc.



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### ADDITIONAL RESOURCES:

Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC. Contact information for the FTC and state attorneys general is included below.

**Federal Trade Commission: Visit:** <https://www.ftccomplaintassistant.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580, (202) 326-2222.

**Alabama Residents:** The Attorney General can be contacted at 1-800-392-5658 or <https://www.alabamaag.gov/consumercomplaint>.

**Alaska Residents:** The Attorney General can be contacted at 1031 West 4th Ave., Suite 200, Anchorage, AK 99501-1994; 1-888-576-2529; [http://www.law.alaska.gov/department/civil/consumer/cp\\_complaint.html](http://www.law.alaska.gov/department/civil/consumer/cp_complaint.html).

**Arizona Residents:** The Attorney General can be contacted at 602-542-5025 or <https://www.azag.gov/consumer/data-breach>.

**Arkansas Residents:** The Attorney General can be contacted at 800-482-8982; [consumer@ArkansasAG.gov](mailto:consumer@ArkansasAG.gov); or <https://arkansasag.gov/forms/file-a-consumer-complaint/>.

**California Residents:** Visit the California Office of Privacy Protection <https://oag.ca.gov/privacy/databreach/reporting> for additional information on protection against identity theft.

**Colorado Residents:** The Attorney General can be contacted at 720-508-6000 or <https://coag.gov/resources/data-protection-laws/>.

**Connecticut Residents:** The Attorney General can be contacted at 450 Columbus Boulevard, Suite 901, Hartford, CT, 06103-1840; 800-842-2649;; or <https://portal.ct.gov/AG/General/Report-a-Breach-of-Security-Involving-Computerized-Data>.

**Delaware Residents:** Contact The Delaware Fraud & Consumer Protection Division at 302-577-8600. For additional information on protection against identity theft: <https://attorneygeneral.delaware.gov/fraud/cpu/idtheft/>.

**District of Columbia:** The Attorney General can be contacted at 202-727-4159 or <https://oag.dc.gov/consumer-protection/consumer-alert-identity-theft>.

**Florida Residents:** The Attorney General can be contacted at 1-866-966-7226 or [http://www.myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Consumer\\_Protection\\_Division](http://www.myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Consumer_Protection_Division).

**Georgia Residents:** The Attorney General can be contacted at 800-869-1123 or <https://consumer.georgia.gov/consumer-topics/identity-theft-what-do-if-it-happens-you>.

**Hawaii Residents:** Contact the Hawaii Department of Commerce and Consumer Affairs at 808-587-3222 or <https://cca.hawaii.gov/identity-theft-information/>.



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**Idaho Residents:** The Attorney General can be contacted at 208-334-2400 or <https://www.ag.idaho.gov/>.

**Illinois Residents:** The Attorney General can be contacted at 1-800-386-5438 or <https://ccformsubmission.ilattorneygeneral.net/>.

**Indiana Residents:** The Attorney General can be contacted at 1-800-382-5516 or <https://www.in.gov/attorneygeneral/2895.htm>.

**Iowa Residents:** The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319; 515 281-5164; or [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

**Kansas Residents:** The Attorney General can be contacted at 120 SW 10th Ave, 2nd Floor, Topeka, KS 66612-1597; 785-296-2215; <https://ag.ks.gov/in-your-corner-kansas/your-identity/what-should-i-do-if-my-data-is-breached>.

**Kentucky Residents:** The Attorney General can be contacted at Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601; [www.ag.ky.gov](http://www.ag.ky.gov); or 502-696-5300.

**Louisiana Residents:** The Attorney General can be contacted at 1-800-351-4889 or <https://www.ag.state.la.us/Page/DataBreach>.

**Maine Residents:** The Attorney General can be contacted at 6 State House Station, Augusta, ME 04333; 207-626-8800; or [https://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml).

**Maryland Residents:** The Attorney General can be contacted at 200 St. Paul Place, Baltimore, MD 21202; 888-743-0023; or <https://www.marylandattorneygeneral.gov/pages/identitytheft/databreech.aspx>.

**Massachusetts Residents:** The Attorney General can be contacted at 501 Boylston Street, Ste. 5100, Boston, MA 02116; 888-283-3757 or <https://www.mass.gov/how-to/file-a-consumer-complaint>.

**Michigan Residents:** The Attorney General can be contacted at 877-765-8388; or <https://www.michigan.gov/ag/>.

**Minnesota Residents:** The Attorney General can be contacted at 445 Minnesota Street, Suite 1400, St. Paul, MN 55101; 800-657-3787; <https://www.ag.state.mn.us/Consumer/Publications/PersonalInformationBreaches.asp>.

**Mississippi Residents:** The Attorney General can be contacted at 550 High Street, Jackson MS 39201; 601-359-3680; <https://www.ago.state.ms.us/divisions/consumer-protection/>.

**Missouri Residents:** The Attorney General can be contacted at Supreme Court Building, 207 W. High St., P.O. Box 899, Jefferson City, MO 65102; 800-392-8222; or <https://ago.mo.gov/app/consumercomplaint>.



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**Montana Residents:** The Attorney General can be contacted at 215 N Sander, Helena, MT 59620-0151; 800-498-6455; or <https://dojmt.gov/consumer/affected-data-breach/>.

**Nebraska Residents:** The Attorney General can be contacted at 2115 State Capitol, Lincoln, NE 68509; 800-727-6432; or <https://protectthegoodlife.nebraska.gov/data-breach-notification>.

**Nevada Residents:** The Attorney General can be contacted at 702-486-3132 or [https://ag.nv.gov/Hot\\_Topics/Victims/IDTheft/](https://ag.nv.gov/Hot_Topics/Victims/IDTheft/).

**New Hampshire Residents:** The Attorney General can be contacted at 33 Capitol Street, Concord, NH 03301, 888-468-4454; or <https://www.doj.nh.gov/consumer/>.

**New Jersey Residents:** The Attorney General can be contacted at 124 Halsey Street, Newark, NJ 07101; 973-504-6200; or <https://www.njconsumeraffairs.gov/ocp/Pages/default.aspx>.

**New Mexico Residents:** The Attorney General can be contacted at 408 Galisteo Street, Villagra Building, Santa Fe, NM 87501; 844-255-9210; <https://www.nmag.gov/identity-theft.aspx>; You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf) or [www.ftc.gov](http://www.ftc.gov).

**New York Residents:** The Attorney General can be contacted at The Capitol, Albany, NY 12224-034; 800-771-7755 or <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>.

**North Carolina Residents:** The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 919-716-6000; or <https://ncdoj.gov/protecting-consumers/identity-theft/>.

**North Dakota Residents:** The Attorney General can be contacted at 600 E. Boulevard Ave Dept. 125, Bismarck ND 58505; 1-800-472-2600 or [ndag@nd.gov](mailto:ndag@nd.gov). For more information, please visit <https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints>.

**Ohio Residents:** The Attorney General can be contacted at 30 E. Broad St., 14th Floor Columbus, OH 43215; 800-282-0515; <https://www.ohioattorneygeneral.gov/New-Complaint.aspx>.

**Oklahoma Residents:** The Attorney General can be contacted at 313 NE 21st Street Oklahoma City, OK 73105; 833-681-1895; <https://www.oag.ok.gov/consumer-protection>.

**Oregon Residents:** The Attorney General can be contacted at 877-877-9392; <https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/data-breaches/>.

**Pennsylvania Residents:** The Attorney General can be contacted at Strawberry Square, Harrisburg, PA 17120; 800-441-2555; <https://www.attorneygeneral.gov/protect-yourself/identity-theft/>.



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**Puerto Rico Residents:** The Puerto Rico Department of Consumer Affairs can be contacted at 787-722-7555.

**Rhode Island Residents:** The Attorney General can be contacted at 150 South Main Street, Providence, RI 02903; 401-274-4400; or [consumers@riag.ri.gov](mailto:consumers@riag.ri.gov). You may also file a police report by contacting local or state law enforcement agencies.

**South Carolina Residents:** The Attorney General Consumer Affairs Division can be contacted at 803-734-4200 or <https://consumer.sc.gov/identity-theft-unit>.

**South Dakota Residents:** The Attorney General Division of Consumer Protection can be contacted at 1302 E HWY 14 Ste 3, Pierre, SD 57501; 605-773-4400; or <https://consumer.sd.gov/fastfacts/securitybreach.aspx>.

**Tennessee Residents:** The Attorney General can be contacted at 615-251-5185 or <https://www.tn.gov/content/tn/attorneygeneral/working-for-tennessee/consumer/resources.html>

**Texas Residents:** The Attorney General can be contacted at 800-621-0508 or <https://www.texasattorneygeneral.gov/consumer-protection/identity-theft>. Visit <http://txoag.force.com/CPDOnlineForm> for its consumer complaint form.

**Utah Residents:** The Attorney General can be contacted at 801-366-0260 or <https://attorneygeneral.utah.gov/contact/complaint-form/> **mplaint Form - Utah Attorney General.**

**Vermont Residents:** The Attorney General can be contacted at 109 State St, Montpelier, VT 05609; 800-649-2424; or <https://ago.vermont.gov/privacy-data-security/>.

**Virginia Residents:** The Attorney General can be contacted at 804-786-2042 or <https://www.oag.state.va.us/consumer-protection/index.php/get-help/contact-us2>.

**Washington Residents:** The Attorney General can be contacted at 800 5th Ave. Ste. 2000, Seattle, WA 98104-3188; 206-464-6684 or more information may be found at <https://www.atg.wa.gov/fileacomplaint.aspx>.

**West Virginia Residents:** The Attorney General can be contacted at 1-800-368-8808 or <https://ago.wv.gov/consumerprotection/Pages/Identity-Theft-Prevention.aspx>.

**Wisconsin Residents:** The Attorney General can be contacted at 608-266-1221. For more information on Identity Theft and Privacy Protection <https://datcp.wi.gov/Pages/Publications/IDTheftPrivacyProtectionFactSheets.aspx>.

**Wyoming Residents:** The Attorney General can be contacted at 2320 Capitol Avenue Cheyenne, WY 82002; 1-800-438-5799



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